POSITION DESCRIPTION

NNSWLHD - Security Officer – Leading Hand

Health
Northern NSW
Local Health District

Our CORE values
Collaboration Openness Respect Empowerment

ourpeopleourculture

Organisation	NSW Health
Local Health District / Agency	Northern NSW Local Health District
Position Classification	Security Off
State Award	Health Employees (State) Award
Category	Patient Support Services | Security | Security Officer
Website	www.nnswlhd.health.nsw.gov.au/

PRIMARY PURPOSE

Lead the shift of the Security - Wardsperson Team and a 24-hour Security Service ensuring the safety of staff, patients and visitors as well as the protection ofassets.

Security staff have a duty of care to all patients, staff and visitors to the hospital and related sites and are required to participate in crime prevention, deterrence initiatives and risk minimisation strategies.

ESSENTIAL REQUIREMENTS

Current NSW Security licence (Class 1A minimum) and the ability to maintain the security licence.
Current First Aid Certificate
Valid NSW Employee Working With Children Check
Responsibilities under WHS - Supervisor
As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace.

KEY ACCOUNTABILITIES

Lead & Support

Lead the Security – Wardsperson Team to support the seamless operation of the Security, Health and Security Assistants and Wardsperson units and assist with de-escalating issues and positively resolving conflict within the team. Support the Management Team in relevant rostering, backfilling vacant shifts, engaging contractors where required, ordering, Gallagher Tasks manual handling, mortuary tasks, workflow and audit processes, to assist in in providing an uninterrupted coverage of the units and ensuring a safe and secure work environment.

Lead the multi-disciplinary team of staff supporting clinical care and assist in the provision of direct care to patients as it relates to Security, Health and Security Assistant and Wardsperson staff. Attend and lead the Code Black/Duress responses to support staff and provide oversight and guidance when needed and complete the IMS+ and Code Black reports.

Lead staff to implement and monitor new and revised strategic plans, operational systems, policies and procedures to promote continual improvement and ensure NSW Health and legislative requirements compliance and best management practices. In particular, the Security Industry Regulation, bi-annual security audit, Service KPI's and conducting periodic Security Risk Assessments.

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NSW GOVERNMENT

Security

Provide regular foot and mobile patrols of all areas of the Hospital/site grounds including; access control to restricted areas as per the security policy and procedures to ensure crime prevention against person, property or equipment, identifying security risks, ensuring buildings, and unoccupied premises are safe and secured and where appropriate make recommendations for improvements.

Undertake appropriate risk assessment to mitigate risks that affect safety and security, identifying issues and taking appropriate action to resolve them along with timely accurate reporting/ recording of issues that affect the safety and security of the organisation or individuals within the organisation.

Ensure that a safe environment is maintained for staff, patients, contractors and visitors by performing the duties in a safe manner and conducting one's self in a professional manner in the delivery of the role.

Operate and monitor relevant security equipment including duress alarm, access control systems, CCTV monitoring, etc to provide oversight and ability to respond within timeframes that minimise disturbance, harm, damage or loss.

Attend to all response alarms, emergencies, fires and other similar matters, evacuating premises and contacting appropriate emergency services as required within area of responsibility and maintain a clear and accurate log of all events.

General

Prepare and complete professional written reports on incidents and events, maintaining accurate Department records to comply with local, NSWLHD and Ministry requirements

Support and assist in the development of relevant policies and procedures to ensure that correct practice is maintained consistent with the requirements of Ministry of Health, NNSWLHD, the relevant hospital (s) and applicable Legislation.

Complete all mandatory training and qualifications, as well as continually identify and participating in training opportunities for
professional development and to apply current best practice in the role.

KEY CHALLENGES

- Managing the competing priorities within a busy clinical environment whilst maintaining a high quality of courteous and respectful communication with patients, visitors, clients and families.
- Responding to requests for assistance that may require de-escalating potentially volatile situations and emergency events which may at times be life threatening situations and supporting clinical staff with the respectful clinical management of mental health patients.
- Deescalate workplace issues and solve problems whilst maintaining exceptional patient care

KEY RELATIONSHIPS

Who	Why
Manager	Receive direction, supervision, development opportunities andfeedback in relation the duties of this role and communicate achievements and challenges
Security – Wardsperson Team	Lead the shift to coordinate and provide support the team to provide exceptional patient care though staff collaboration.
Clinical Staff	Work with clinical staff to assist with the safe provision ofmedical treatment.

Who	Why
All staff, patients, contractors and visitors	Work to ensure the safety and security of people and property,providing excellent quality customer service.
Contracted Security Personnel	Work closely with contracted Security personnel to ensure thesafety and security of people and property.
NSW Police	Interact regularly with NSW Police to raise issues, provideinformation as required and cooperate as required

SELECTION CRITERIA

1. Hold current NSW Security licence (Class 1A minimum), Current First Aid Certificate and the ability to maintain the security licence
2. Experience working as a security officer preferably in a health setting or similar with experience and knowledge of electronic systems such as alarm monitoring systems, access control and CCTV surveillance.
3. Demonstrated experience working in a multi-disciplinary team environment with minimal supervision and the ability to organise and prioritise work demands within required timeframes
4. Demonstrated communication skills; including the ability to effectively communicate with staff, patients and members of the public and ensure that all documentation is accurately recorded and entered.
5. Sound knowledge and practical application/commitment to understanding of risk management, safety and quality principles (including manual handling) and the role of the Security Officer in applying these principles
6. Valid unrestricted drivers licence for use in NSW/Australia and willingness to travel in the course of employment this may include working across a number of sites.
7. Availability and capacity to participate in a 24 hour/ seven-day rotating roster which includes working all shifts, all days of the week including public holidays.
8. Sound problem solving and ability to de-escalate issues and positively resolve conflict within a team

OTHER REQUIREMENTS

Professional Behaviour and Communication

All employees are required to achieve, uphold and model a high standard of professional behaviour and communication.

- Any conduct on your part, whether during or outside business hours, which has the capacity to affect or damage the professional reputation of NSW Health, or your ability to uphold that reputation or image, could lead to disciplinary action, including dismissal
- Appropriate professional behaviour incorporates all levels of interpersonal behaviour, including formal and informal communication with colleagues, patients and carers

All employees are responsible for:

- Complying with all current NSW Health and NNSWLHD policies, including the NSW Health Code of Conduct
- Complying with profession-specific Code of Ethics/Code of Professional Conduct and Scope of Practice

Workplace Culture

Your workplace behaviours and practices are expected to:

- Proactively contribute to a positive, productive and safe workplace culture
- Adhere to the CORE values of Collaboration, Openness, Respect and Empowerment identified in the NSW Health Workplace Culture Framework

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Privacy

All employees are expected to comply with personal information protection principles and health privacy principles as per the NSW Health Privacy Manual for Health Information, NSW Health and NNSWLHD privacy policies and procedures, and relevant legislation:

- Privacy and Personal Information Protection Act 1998 (NSW)
- Health Records and Information Privacy Act 2002 (NSW)

Performance

All employees will:

- Have a performance agreement with their manager, linking individual performance objectives and role requirements to corporate objectives
- Participate in an annual performance appraisal
- Be responsible, with the support of their managers, for proactively developing their own performance to meet expectations and achieve objectives
- Actively contribute to their performance management by having open and honest conversations with managers and colleagues and providing and receiving constructive feedback

Quality Improvement

NNSWLHD complies with the National Safety and Quality Health Service Standards. All employees are expected to:

- Be aware of and comply with their responsibilities under the Standards
- Actively participate in quality improvement initiatives within their teams
- Participate in organisation-wide quality improvement activities as required

Workplace Health & Safety

All employees have responsibilities under the Workplace Health & Safety Act of 2011. Signing this Position Description confirms you understand the responsibilities relevant to your role.

Risk Management

All employees are expected to notify into the incident management system any incidents and patient complaints which occur in your own area (both clinical and corporate incidents).

All employees will:

- Identify and manage risks in your own area, and report risks to your manager which are beyond your capacity or authority to manage

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